

**CLASSIFICATION TITLE- SUB-TITLE**

Initial Assessment Program Manager

**POSITION SUMMARY**

Under the general supervision of the Division of Milwaukee Child Protective Services (DMCPS) Bureau of Initial Assessment Director, this position directs and manages the delivery of child welfare services within Milwaukee County. The position's duties will encompass activities which support the DMCPS objectives: 1) delivery of consistent, efficient and high quality services to children and families; 2) creation of new partnerships with the community to deliver services and share responsibilities for outcomes; and 3) development of sufficient system and community response to address the child welfare needs of children and families.

(Rated PD  
Only)

**TR1      TR2      TIME %      GOALS AND WORKER ACTIVITIES**

35%	A.	Selection, supervision and training of staff.
		A1. Interview and select staff based on the DMCPS objective of maintaining a qualified, diverse workforce.
		A2. Assist with the development and implementation of procedures for orientation and training.
		A3. Provide direct supervision, guidance, and consultation to supervisors.
		A4. Assign work to staff and review work products. Ensure staff coordination with other units and groups to promote integration of services.
		A5. Review staff work performance and evaluate staff through Performance, Planning, and Development (PPD) process.
		A6. Effectively investigate work rule violations.
		A7. Recommend disciplinary action where necessary.
		A8. Schedule and conduct staff discipline meetings, pre-disciplinary hearings according to personnel rules.
		A9. Handle complaints from consumers or community members regarding the performance of staff. Develop recommendations for actions as needed.
		A10. Develop joint orientations/trainings/meetings to ensure that state staff and contracted staff are receiving like information.
		A11. Encourage positive communication between state and contracted staff.
35%	B.	Assure quality child welfare service delivery through program planning and management, regulation of practice standards and adherence to standards.
		B1. Develop necessary specific programming and policy to assure quality services.
		B2. Regularly review the quality of work ready for approval and approved work of supervisors to ensure alignment with all practice standards.
		B3. Assist with the development of and direct the implementation of the program's

policies, goals and objectives.

B4. Assure compliance with federal and state laws, Wisconsin Access and Initial Assessment Standards, Safety Intervention Standards, and the DMCPs policies and procedures.

B5. Implement strategies which assure integrated services and accountability for system, program and client outcomes.

B6. Implement programming and policies which promote efficiency, effectiveness and which support the best interests of the child.

15% C. Assess program needs and evaluate effectiveness of service delivery.

C1. Develop and implement strategies for routine analysis of workflow issues to allow for timely resolution of problems.

C2. Identify trends regarding the Unit's workforce, community, contract providers and consumers; analyze trends and recommend strategies to address these trends.

C3. Direct the implementation of efforts to strengthen service delivery, based on data received through internal and external program and contract reviews.

C4. Provide leadership for the review and analysis of emergency case or program situations and implement strategies for comprehensive information sharing with staff.

10% D. Develop working relationships with formal and informal community groups to heighten awareness of child welfare needs, collaborate on strategies to promote child and family issues, and encourage ownership by the community for the outcomes of the DMCPs.

D1. Collaborate with community organizations for developing and managing innovative programs to improve child welfare services and address unmet needs.

D2. Develop and implement strategies for comprehensive information sharing with formal and informal groups, key stakeholders, and contracted partners.

D3. Assist with the development of strong working relationships with the Court, medical facilities, Department of Corrections other State agencies, juvenile justice, schools, private providers and community organizations.

D4. Assist with the development of a strong working relationship between state staff and contracted staff.

5% E. Implement Affirmative Action/Civil Rights compliance plan within areas of responsibility in compliance with federal and state civil rights laws.

E1. Review hiring selection processes to assure fairness and equal opportunity for all applicants.

E2. Review disciplinary actions, resignations and dismissals for compliance with standards and rules.

E3. Provide information and direction to staff to assure support for Department affirmative action/civil rights plans.

- E5. Work closely with identified minority organizations, schools, or groups to include in recruitment efforts which would provide cultural diversity to the work force.
- E6. Work with the Affirmative Action Officer to develop cultural awareness training programs to allow staff to work successfully with a diverse caseload and within a diversified work unit.

**KR1    KR2    KNOWLEDGE AND SKILLS**

1. Knowledge of theory, principles and practices in the field of child welfare services.
2. Knowledge of federal and state laws, regulations, standards and policies in child protective services and out-of-home care of children in the public child welfare system in Wisconsin.
3. Knowledge of the theories and practices of administration, management and supervision of public child welfare services.
4. Knowledge of the theories and practices of successful program and policy development and implementation in public child welfare services.
5. Knowledge of Milwaukee's private child welfare services system.
6. Knowledge of budgeting practices and processes for state and local child welfare agencies.
7. Skill in oral communication sufficient to successfully articulate issues and engage the support of legislators and other public officials, providers, advocates and services recipients.
8. Possession of or ability to obtain a valid Wisconsin driver's license and the ability to meet DOT standards and access to reliable personal motor vehicle transportation.
9. Knowledge and proficiency in the use of computers, internet searches, social media, smartphone devices ability to operate in a Windows based environment utilizing Microsoft Office, Outlook and other software packages.
10. Ability to establish and maintain effective working relationships within the agency, contracted partner agencies, and with public officials, professionals and the community.
11. Oral and written communication skills.
12. Skill in implementing directions and maintaining effective professional working relationships with co-workers, families and children and supervisors.

**Physical Requirements:**

This position's responsibilities include conducting home visits, which requires the ability to navigate a variety of residences, including walking up and down stairs, navigating narrow hallways and/or spending time in a residence void of comfortable temperature.

The requirements of this position require the ability to stoop, bend, reach, kneel, squat, and to lift and carry young children (up to 40 lbs).

